

Student Grievance Policy

Students who have a grievance against faculty, staff, and other students should first refer to their mentor/advisor or their program's chair using a Grievance Form sent via email to rectify the situation.

If the matter involves one or the other (mentor/advisor or program's chair) or has not been rectified, the student should submit the same completed Grievance form to the Ombudsman (currently the Student Support Manager) via the Student Success Center email (ssc@martin.edu) titled "Ombudsman Support." General grievances can also be submitted through the Student Success Center's email. The Ombudsman will schedule a meeting with the student to resolve the issue.

If the student believes the issue was not resolved, the Ombudsman will schedule a meeting with the student, the Executive Director of Student Experience, and their advisor (if applicable).

A formal resolution must be pursued if the student believes the issue is still unresolved. They may appeal to the Grievance Committee, composed of the Student Experience Department. The goal will be for the committee to find a reasonable and fair solution for each party involved.

If the student wishes to file an appeal counteracting the committee's decision, they can do so with the Provost of Academic Affairs / Executive Vice President (provost@martin.edu). A meeting will be scheduled with the student and other essential parties to resolve the matter.

The student must provide applicable documentation to resolve the situation throughout the process.

All grievances should be filed during the same term as the offense. If it occurs at the end of a term, grievances should be filed no more than four (4) weeks after the term. Any grievances filed outside of the statute of limitations, will not be considered.

Note: Grievances involving other student code of conduct issues, students, student organizations, events, and facilities will be referred to the Department of Student Services. Students are encouraged to try to resolve all grievances within the University process described above. However, students have the right and may choose to file a complaint with the State of Indiana through the Indiana Commission for Higher Education. Information about this process can be found at [CHE: Student Complaints](#).

Grievances against the Office of Financial Aid must be directed at Financial Aid.

Important Information to consider before filing a grievance:

- **Talk to Your Advisor First:** Discuss any issues directly with your advisor.
- **Next Steps if Not Resolved:** Contact the Student Success Manager if unresolved. If still unresolved, escalate to the Dean or Provost.
- **Start with the Right Process:** To ensure your concerns are addressed effectively, please follow the correct steps before contacting the President.

Faculty and Staff Best Practices

Faculty and staff must ensure they follow proper procedures when a student submits a grievance. In cases where a student is not behaving appropriately or is making threats during the grievance process, faculty and staff must follow the University's safety protocols. Instances of threatening behavior should be reported immediately to the appropriate University authorities to ensure a safe environment. Faculty and staff are encouraged to document interactions and ensure they are conducted professionally and securely. The University prioritizes the safety and well-being of students and staff throughout the grievance process.

Student Grievance Form

This form is for students who have a grievance against administrators, staff, and/or other students. The form should be completed and submitted to the mentor/advisor or program chair. If

the situation is unresolved, submit the same form to the Executive Director of Student Experience. The ED will meet with the student and attempt to resolve the issue. If the student believes the problem was not resolved, the Director will schedule a meeting with the student, the Ombudsman (currently the Student Support Manager), and their advisor (if applicable). A formal resolution must be pursued if the student believes the issue is still unresolved. They may appeal to the Grievance Committee, composed of the Student Experience Department. The goal will be for the committee to find a reasonable and fair solution for each party involved. If the student wishes to file an appeal counteracting the committee's decision, they can do so with the Provost of Academic Affairs / Executive Vice President (provost@martin.edu). A meeting will be scheduled with the student and other essential parties to resolve the matter.

Student's Name: _____

Date Submitted: _____

Student ID: _____

Phone Number: _____

Complaint/Grievance:

(Include relevant details, such as faculty, staff, or mentors' names. Attach any supporting documentation.)

****MARTIN UNIVERSITY STAFF ONLY****

Please sign and date this form if you assisted with the grievance.

Ombudsman Signature: _____

Executive Director of Student Experience Signature: _____

Date Received and Reviewed: _____

Was the Grievance Committee involved? _____

Was the Provost of Academic Affairs involved? _____

If yes to either, please have the Grievance Committee Chair and/or the Provost of Academic Affairs sign below:

Grievance Committee Chair Signature: _____

Date: _____

Provost of Academic Affairs Signature: _____

Date: _____